

User Guide – Incident Reporting (Schools)

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Completing the Online Incident Report Form

1. The link to Incident Report Form for schools is: **(please note there is an underscore after the words: Incident, Report and Details)** https://boris.bracknell-forest.gov.uk/Ef3/Incident_Report_Details_Schools.xml?username=lagan

The above link can be saved as a favourite in Internet Explorer or can be used to create a short cut on the desktop.

The first page of the incident report form looks like this:

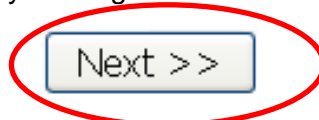
The screenshot shows the 'Incident Details' page of the Bracknell Forest Council online form. At the top is the council's logo and navigation tabs: 'Incident Details' (selected), 'Injury Details', 'Property Damage', 'Witnesses', and 'Review'. Below the tabs is a button: 'Click here for help completing this form'. The section 'Your details (Person completing this Online Form)' contains input fields for Title, Forename, Surname*, and Phone Number*. Below this is a section for selecting the reviewing manager, with instructions: 'Select from below the department, section and job title of the manager who will be reviewing this incident.' It includes dropdown menus for '* Department', '* Section', and '* Job Title', each with a corresponding 'Retrieve' button (Retrieve Sections, Retrieve Job Titles).

2. Ensure you select the "Reviewing Manager" from the drop down lists. To do this:
 - Select the Relevant Department – click **Retrieve Sections**
 - Select the Relevant Section – Click **Retrieve Job Titles**
 - Select the Job Title of the person who should review this incident.

NB: Select the department, section and job title of the manager responsible for the injured employee or responsible for hosting the injured person. If no one injured then this will be the manager responsible for the area of work where the incident took place. For example:

This screenshot shows the same form as above, but with specific selections made for the reviewing manager. The '* Department' dropdown is set to 'Schools', the '* Section' dropdown is set to 'Jennetts Park School', and the '* Job Title' dropdown is set to 'Head Teacher'. Each dropdown menu is circled in red. The 'Retrieve Sections' and 'Retrieve Job Titles' buttons are also visible.

3. Navigate between each page by clicking the "**Next**" button



4. **Where did the incident occur?** Search for the location of the incident using the address search.

Where did the incident occur?

Address Name/Number

Street Name

Locality

Town

Postcode

Validate Address

Type part of the address eg postcode or street name into the relevant field and click **"Validate Address"**. If the property is within the borough a list of addresses will be returned. For example:

Address Results

Results Found - 1

Address Details

☒ EASTHAMPEAD HOUSE TOWN SQUARE, BRACKNELL, BERKSHIRE, RG12 1AQ

<< Back

Select Address

Click the radio button next to the address then click **"Select Address"**. The address fields will be populated in form.

You **MUST** validate an address. If you don't know the postcode a number and street name should suffice. **If the address is not in the borough** you may free type it but **ONLY** if it is **NOT** in the borough.(Please be aware that the database does not just contain properties but also other locations such as car parks, parks, bus shelters etc)

5. CASUALTY DETAILS

[Click here for help completing this form](#)

Please provide details on the person injured. Enter their forename and surname below and click the Validate Individual button to do a search. The individual must be validated before you can continue to the next step.

Casualty Status*

Council Employee

Job Title

Senior Health and Safety Adviser

Ensure there are NO BLANK SPACES after the forename or surname as this will cause a system error.

Title

Mr

* Forename

Andy

* Surname

Anderson

* Postcode

RG12 1AQ

Validate Individual

Enter Injured Persons forename, surname and postcode then click the Validate Individual button to do a search. Ensure there are NO BLANK SPACES before or after the forename or surname as this will cause a system error.

NB. If **double barrelled surname** then separate names with a hyphen e.g. Hoyle-Johnson (no spaces)

Individual Results

Results Found - 3

[Individual Details](#)

<input checked="" type="radio"/>	Anderson, Andy, Easthampstead House, RG12 1AQ
<input type="radio"/>	Anderson, Andy, Easthampstead House, RG12 1AQ
<input type="radio"/>	Anderson, Andy, Easthampstead House, RG12 1AQ

<< Back Create Individual **Select Individual** Next >>

Click the radio button next to the address then click **"Select Individual"**. The casualty fields will be populated in form.

If 0 Results found you must add new by clicking on 'Create Individual'

Individual Results

Results Found - 0

[Individual Details](#)

<< Back **Create Individual** Select Individual Next >>

The page below will be displayed. Complete details (ensure there are NO BLANK SPACES before or after the forename or surname) and click 'Create'. The casualty fields will be populated in form.

Create Individual

[Click here for help completing this form](#)

Title: Mr
Forename:
* Surname:
Address Name/Number:
Address Line 1:
Address Line 2:
Postcode:
Gender: Male

<< Back **Create**

The individual must be validated before you can continue to the next step.

6. Navigate through each page, completing the information where relevant as you go and clicking “Next” to move onto the next page.

7. Answering ‘No’ and the field that do not need to be completed will be greyed out

Was there a injury (includes verbal abuse)? ☐ Yes ☒ No

Parts of the body injured

Head	<input type="checkbox"/>
Shoulder	<input type="checkbox"/>
Arm	<input type="checkbox"/>
Wrist	<input type="checkbox"/>
Hand	<input type="checkbox"/>
Back	<input type="checkbox"/>
Trunk	<input type="checkbox"/>
Hip	<input type="checkbox"/>
Leg	<input type="checkbox"/>
Ankle	<input type="checkbox"/>
Foot	<input type="checkbox"/>
Other	<input type="checkbox"/>

Injury category

If other please specify here

Description of injury

<< Back Next >>

8. Answering ‘Yes’ to the question in the images above and below will result in the subsequent fields becoming ‘Live’ and you should complete these.

Was there a injury (includes verbal abuse)? ☒ Yes ☐ No

Parts of the body injured

Head	<input type="checkbox"/>
Shoulder	<input type="checkbox"/>
Arm	<input type="checkbox"/>
Wrist	<input type="checkbox"/>
Hand	<input type="checkbox"/>
Back	<input type="checkbox"/>
Trunk	<input type="checkbox"/>
Hip	<input type="checkbox"/>
Leg	<input type="checkbox"/>
Ankle	<input type="checkbox"/>
Foot	<input type="checkbox"/>
Other	<input type="checkbox"/>

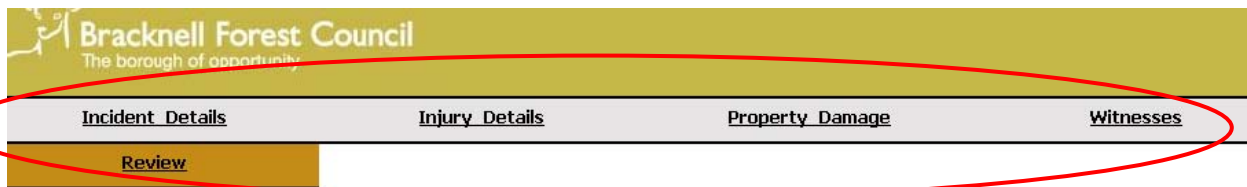
Injury category

If other please specify here

Description of injury

<< Back Next >>

9. Review and Submit. At the end of the form you will be given the opportunity to review before submitting. If you wish to change any of the information use the links across the top to return to that section to make the change. When changes are complete click 'Review' to return to the report then click 'Submit'

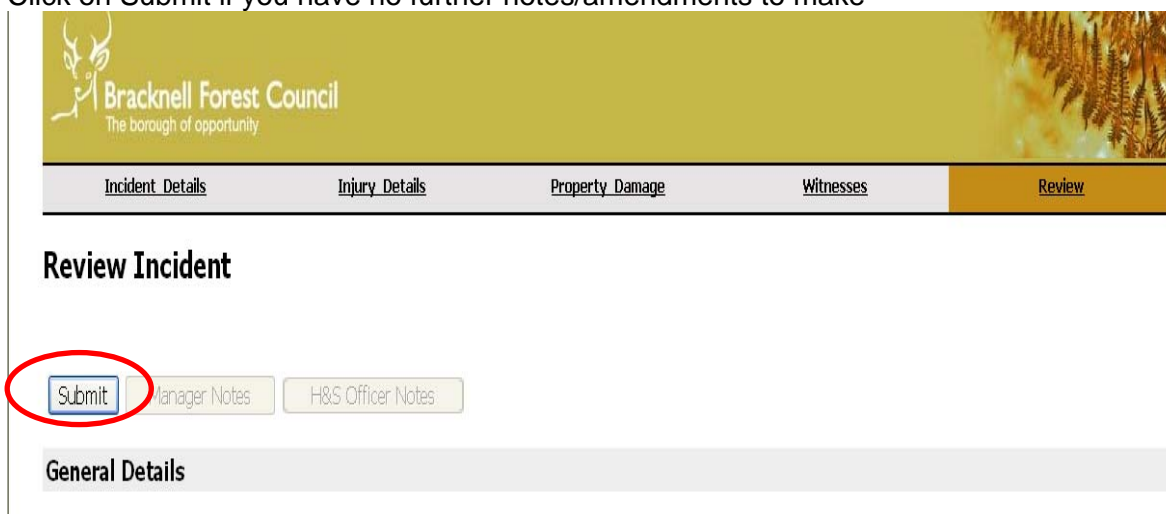


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[Incident Details](#) [Injury Details](#) [Property Damage](#) [Witnesses](#)

[Review](#)

Click on Submit if you have no further notes/amendments to make



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[Incident Details](#) [Injury Details](#) [Property Damage](#) [Witnesses](#) [Review](#)

Review Incident

[Submit](#) [Manager Notes](#) [H&S Officer Notes](#)

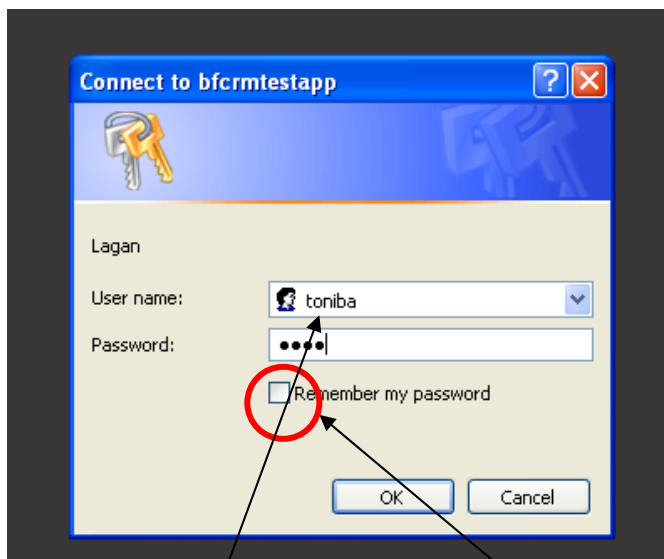
General Details

Adding Manager Notes to Incident and Submitting to the H&S Team

1. The Reviewing Manager will receive an email from: 'noreply@eform.com' advising them an incident has been reported that requires their review. (There may be a time delay so you may not receive the email immediately.)

Log in to Incident Reporting (Lagan Virtual Office) — using the following link:
<https://boris.bracknell-forest.gov.uk/lagan/uwa/home/main.html>

The above link can be saved as a favourite in Internet Explorer or can be used to create a short cut on the desktop.



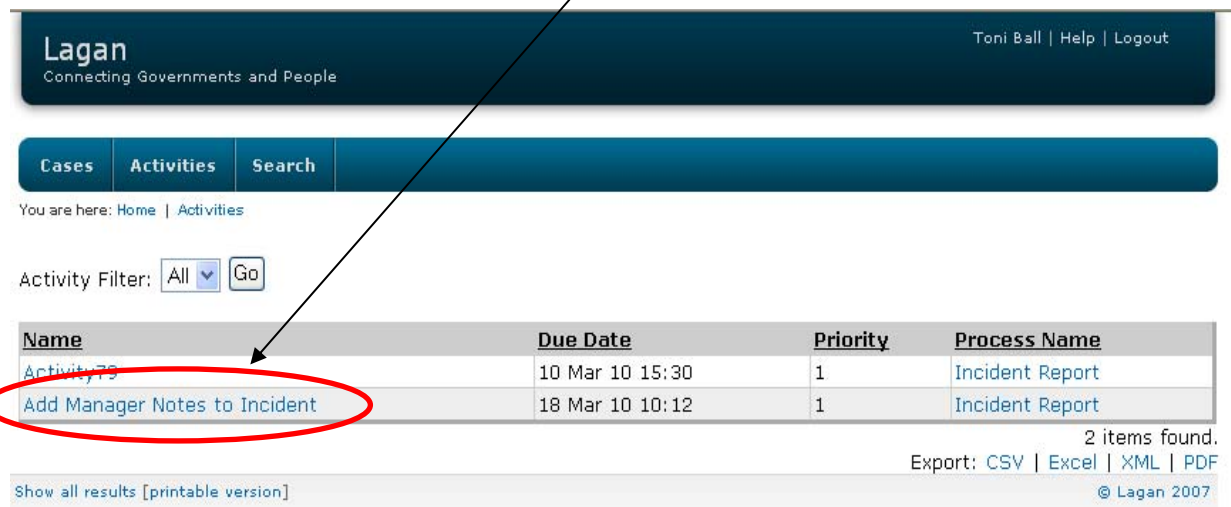
NB's:

- Please note the login is in lower case.
- If you tick the 'Remember my password' box it will do what it says.

2. In the top menu click "Activities". A list of all outstanding activities will be displayed.



3. Click the link to the activity **“Add Manager Notes to Incident”**



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Toni Ball | Help | Logout

Cases Activities Search

You are here: Home | Activities

Activity Filter: All Go

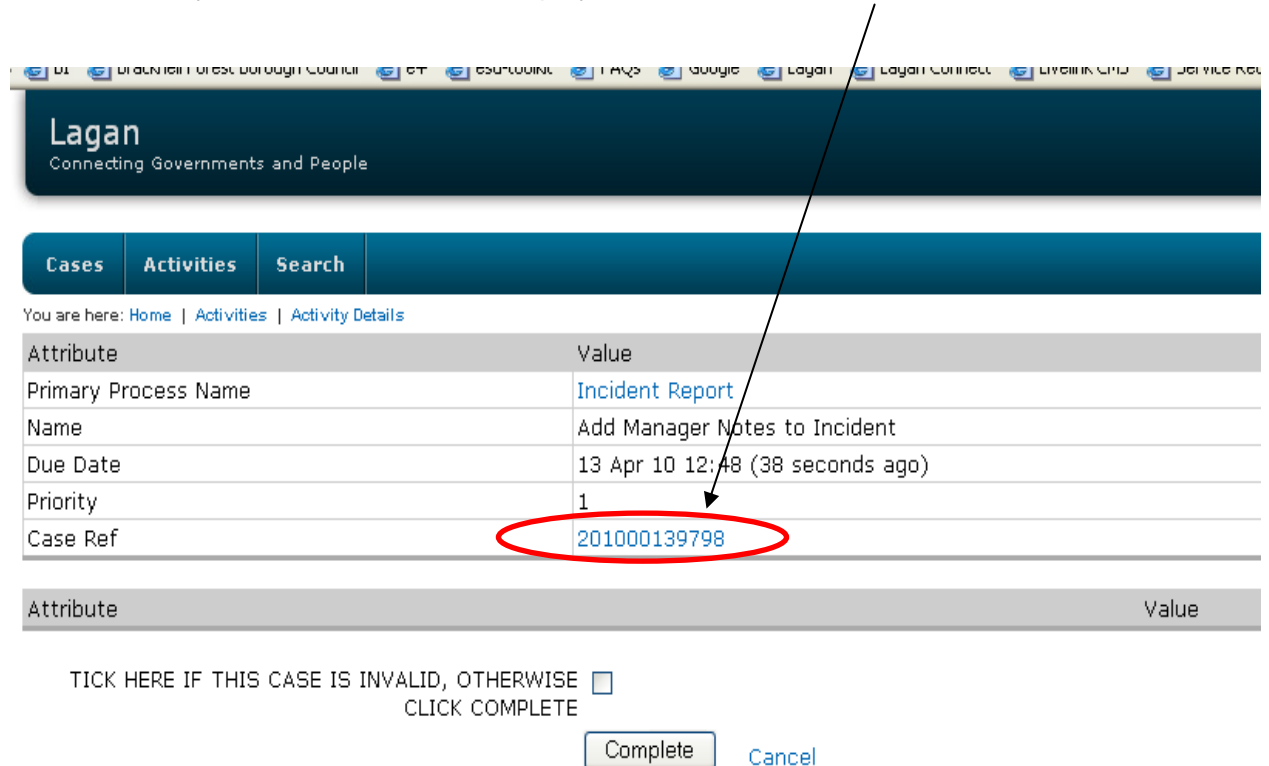
Name	Due Date	Priority	Process Name
Activity79	10 Mar 10 15:30	1	Incident Report
Add Manager Notes to Incident	18 Mar 10 10:12	1	Incident Report

2 items found.
Export: CSV | Excel | XML | PDF

Show all results [printable version]

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4. The Activity Details screen will be displayed. Click on the **“Case Ref”** number.



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Cases Activities Search

You are here: Home | Activities | Activity Details

Attribute	Value
Primary Process Name	Incident Report
Name	Add Manager Notes to Incident
Due Date	13 Apr 10 12:48 (38 seconds ago)
Priority	1
Case Ref	201000139798

Attribute Value

TICK HERE IF THIS CASE IS INVALID, OTHERWISE ☐
CLICK COMPLETE

Complete Cancel

- The Incident Report Details page will be displayed and in the row marked eForms. Click in the **[edit]** (this will enable you to update report)

Lagan | Case 101000155633 - Microsoft Internet Explorer provided by Bracknell Forest Council

File Edit View Favorites Tools Help

Address: http://bfcmliveapp:8080/lanan/lanan/case/view.html?caseref=101000155633&source=mycases&status=1

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Toni Ball | Help | Logout

Cases Activities Interactions Search More Options

You are here: Home | Cases | Case 101000155633

Update Add Note Close Respond via More Actions

Case Details	
Case Ref	101000155633
Classification	Corporate Services >> Health and Safety >> Incident Report
Associated with	Scott, Alix (Miss)
Title	Incident Report
Description	-
Status	Open
Due Date	-
Allocated To	Toni Ball
Created Date	16 Apr 10 17:24 (158 days ago)
Created by	ConfirmUser
Priority	Very High
Severity	Very High
Internal Only	<input type="checkbox"/>
eForms	Incident_Report_Details [edit]

Case Form	
Allocate To User ID	toniba
Allocate To User Name	Toni Ball

History: All [eForms](#) [Events](#) [Interactions](#) [Notes](#)

Type	Description	Raised by	Created by	Created
Event	Agent Created Case	(No Interaction)	ConfirmUser	16 Apr 10 17:24
eForm	Incident_Report_Details	(No Interaction)	ConfirmUser	16 Apr 10 17:24
Event	BPM Job Created	(No Interaction)	ConfirmUser	12 Aug 10 16:22
Event	Agent Updated Case Details - Reallocated to user: Toni Ball	(No Interaction)	ConfirmUser	12 Aug 10 16:22

- The online form that has been completed will be displayed. Review the information contained within the form by scrolling down the length of the form. Click the button **"Manager Notes"** which is located at both the top and bottom of the form.

Submit **Manager Notes** H&S Officer Notes

7. The Manager Notes page will be displayed. Complete the information as required in the page (in Status Box select 'In Progress') and click the **"Submit"** button.

Incident_Report_Details - Microsoft Internet Explorer provided by Bracknell Forest Council

http://bfcrmliveapp:8080/EF3/General.jsp?form=Incident_Report_Details&page=ManagerNotes

File Edit View Favorites Tools Help

Lagan | Activity Details Lagan | Case 101000193024 Incident_Report_Di

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Incident Details Injury Details Property Damage Witnesses

Review

Manager Notes

Was an original risk assessment carried out? If yes provide dates of original and subsequent risk assessments. Yes No

Original Risk Assessment Date:

Subsequent Risk Assessment Date:

Status: **In Progress**

Report/conclusion by manager:

Please note there is a 5000 character limit. If your conclusion is longer please attach a word document using the Add Note button on the Virtual Office Case Details page.

Remedial action taken:

Please note there is a 5000 character limit. If your conclusion is longer please attach a word document using the Add Note button on the Virtual Office Case Details page.

<< Back Submit

Powered by Lagan Technologies Ltd.

8. After clicking submit the review page of the online form will be displayed with your manager comments at the bottom. If you are happy with the content then click the x in the box circled below to close the form.

Incident_Report_Details_Schools - Microsoft Internet Explorer provided by Bracknell Forest Council

http://bfcmiliveapp:8080/EF3/General.jsp?form=Incident_Report_Details_Schools&page=ReviewIncidentNoClient

File Edit View Favorites Tools Help

Lagan | Activity Details Lagan | Case 101000190221 Incident_Report_Details_Schools... X

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Incident Details Injury Details Property Damage Witnesses

Review

Review Incident (No Client)

Submit Manager Notes H&S Officer Notes

General Details

Incident reference 101000190221
Reported to HSE?

Reported By
Full name Mrs Keren Brake
Phone number 01344483872

Allocated To
Department Schools
Section Kennel Lane School

Local intranet 100%

start Inbox - Andy Ander... F:\WINWORD\Accid... User Guide - Inciden... Incident_Report_De...

9. Incident Report Details page will then be displayed. click the x in the box circled below to close.

Lagan | Case 101000190221 - Microsoft Internet Explorer provided by Bracknell Forest Council

http://bfcmiliveapp:8080/lagan/uwa/case/view.html?caseref=101000190221&source=mycases&status=1

File Edit View Favorites Tools Help

Lagan | Activity Details Lagan | Case 101000190221 X

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Andy Anderson | Help | Logout

Cases Activities Interactions Search More Options

You are here: Home | Cases | Case 101000190221

Take Update Add Note Close Respond via More Actions

Case Details

Case Ref	101000190221
Classification	Corporate Services >> Health and Safety >> Incident Report
Associated with	-
Title	Incident Report
Description	-
Status	Open
Due Date	-
Allocated To	Health and Safety Officers
Created Date	11 Mar 11 13:48 (20 days ago)
Created by	ConfirmUser
Priority	Very High
Severity	Very High
Internal Only	<input type="checkbox"/>
eForms	Incident_Report_Details_Schools [edit]

Case Form

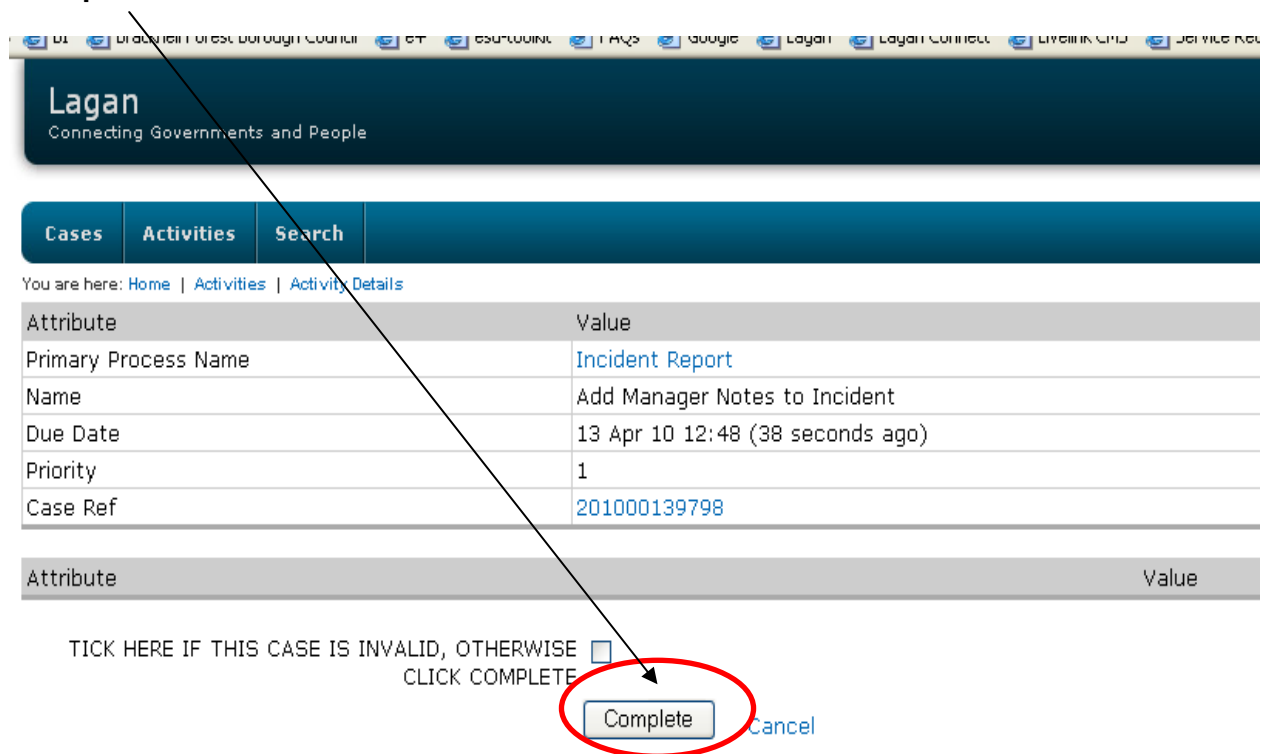
Allocate To User ID	bjf
Allocate To User Name	Barbara Ford

Local intranet 100%

start Inbox - Andy Ander... F:\WINWORD... User Guide - I... Lagan | Case ... Document1 - ...

10. Complete an Incident

To complete the whole process and submit the form to the H&S officer you must click on the 'Complete' button.

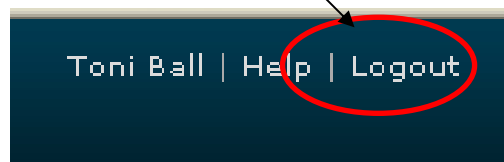


The screenshot shows the Lagan system interface. At the top, there's a header with the Lagan logo and the tagline "Connecting Governments and People". Below this is a navigation bar with tabs for "Cases", "Activities", and "Search". The "Activities" tab is selected. The breadcrumb trail shows "You are here: Home | Activities | Activity Details". A table displays the details of an activity:

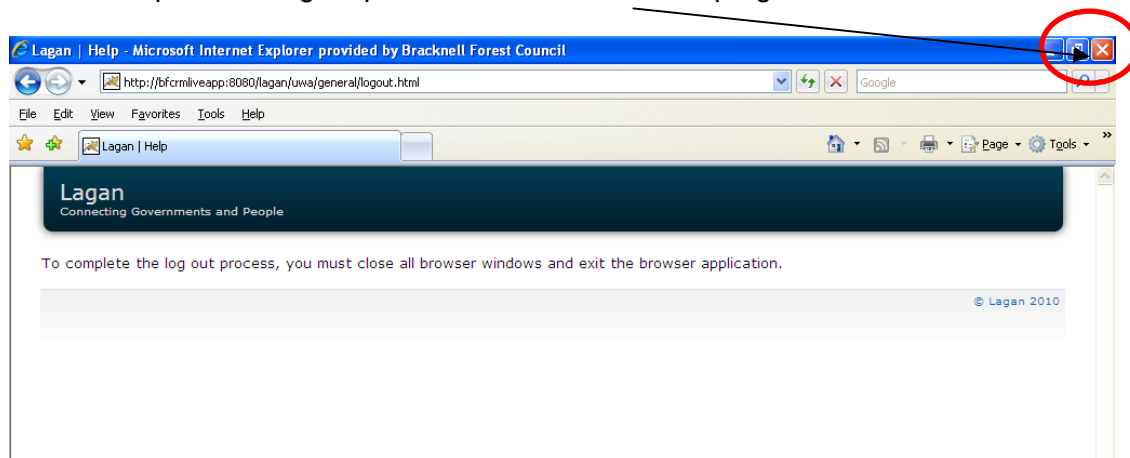
Attribute	Value
Primary Process Name	Incident Report
Name	Add Manager Notes to Incident
Due Date	13 Apr 10 12:48 (38 seconds ago)
Priority	1
Case Ref	201000139798

Below the table, there's a checkbox labeled "TICK HERE IF THIS CASE IS INVALID, OTHERWISE CLICK COMPLETE". To the right of the checkbox are two buttons: "Complete" and "Cancel". The "Complete" button is circled in red, and an arrow points to it from the text above.

11. Your review is now complete. Log off by clicking the logout button in the top right hand corner.

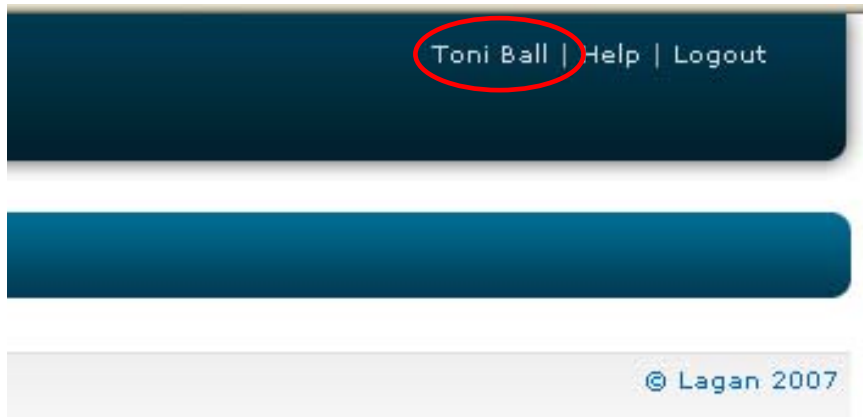


12. To complete the logout process click on red X in top right hand corner of Browser.

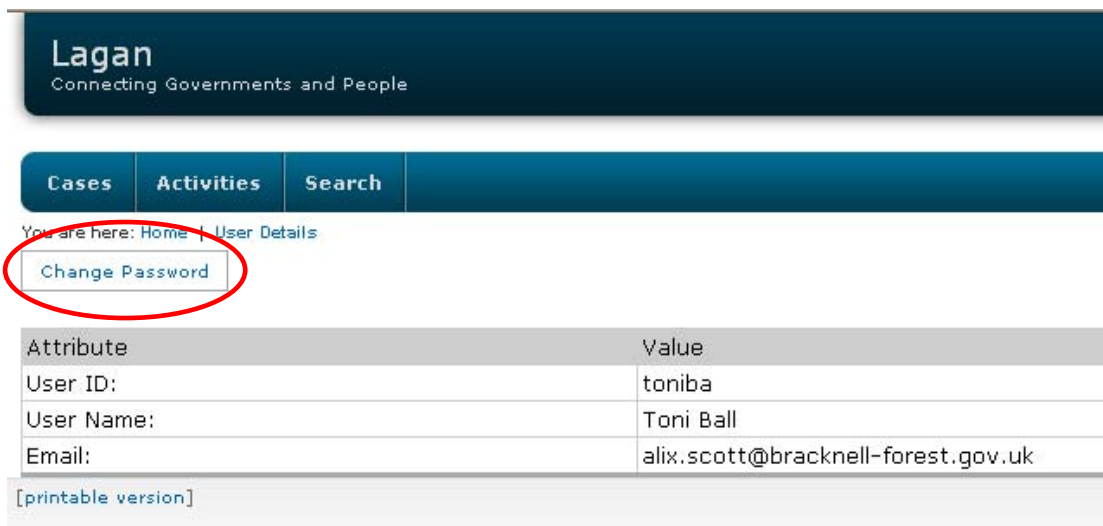


How to change your system password

1. After logging in to the system click on your username in the top right hand corner of the screen.



2. The user details page will be displayed. In the top left hand corner is a button “**Change Password**”. Click this.



3. The Change Password screen will be displayed. You will need to enter your current password that you used to log in to the system and then choose a new password before clicking **OK**.

* Enter Current Password:

* Enter New Password:

* Confirm New Password:

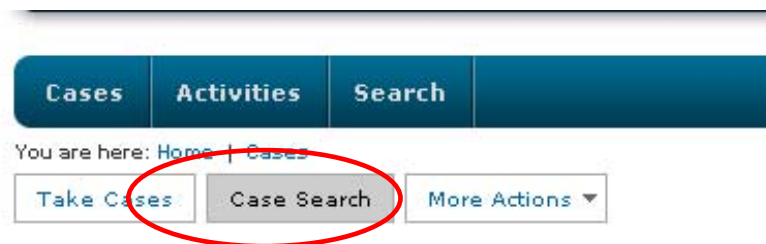
4. You will return to the Change Password screen which indicates your password has now been changed.

How to search for a closed case

1. Click on the **Cases** button at the top left of the screen. The cases page will be displayed.



2. Click on the **Case Search** button. The case search screen will be displayed.



3. The case search screen is a default system screen and therefore contains a lot of filters that can be viewed as “surplus” to requirements. Listed below are the main filters you might like to use when searching for your past cases (incident reports).
 - **Case Ref** – this is the 12 digit unique reference number (101000139876) assigned to the incident report. You can input the full 12 digits or use a % sign followed by the last 6 digits (%139876) to search for the case.
 - **Created After** – this will search for all cases created on or after the date selected. The date can be easily chosen from a pop up calendar by clicking on the small icon to the right of the text field.

Created After  (dd/mm/yyyy)

Created Before  (dd/mm/yyyy)

- **Created Before** - this will search for all cases created on or before the date selected. The date can be easily chosen from a pop up calendar by clicking on the small icon to the right of the text field. Created Before and After can be used together to narrow down the search to a defined set of dates.

Important Note: The case search screen does not enable any searching of the fields within the incident report form.

Troubleshooting

1. If you are experiencing any problems with the Online Incident Reporting System EG:
 - forgotten Username and/or password?
 - Reviewing Manager has left and/or need to allocate a new Manager?
 - The link to the Incident Report Form does not work?
 - The link to the Incident Report System does not work?

Contact the Councils ICT Helpdesk: (ICT.HelpDesk@Bracknell-Forest.gov.uk) indicating message '**FAO of the CRM Development Team**'

2. If the 'Managers Notes' button is greyed out or it will not accept managers comments it could be you have not directly hit 'EDIT' (see below)

The screenshot shows the Lagan Case Management System interface in a Microsoft Internet Explorer browser window. The browser title is 'Lagan | Case 101000155633 - Microsoft Internet Explorer provided by Bracknell Forest Council'. The address bar shows the URL: <http://bfcrm.liveapp:8080/agan/owa/case/view.html?caseref=101000155633&source=mycases&status=1>. The page header includes the Lagan logo and the text 'Connecting Governments and People'. The user 'Toni Ball' is logged in, with links for 'Help' and 'Logout'. The main navigation bar includes 'Cases', 'Activities', 'Interactions', 'Search', and 'More Options'. Below this, a breadcrumb trail shows 'You are here: Home | Cases | Case 101000155633'. A toolbar contains buttons for 'Update', 'Add Note', 'Close', 'Respond via', and 'More Actions'. The 'Case Details' section is displayed in a table format:

Case Details	
Case Ref	101000155633
Classification	Corporate Services >> Health and Safety >> Incident Report
Associated with	Scott, Alix (Miss)
Title	Incident Report
Description	-
Status	Open
Due Date	-
Allocated To	Toni Ball
Created Date	16 Apr 10 17:24 (158 days ago)
Created by	ConfirmUser
Priority	Very High
Severity	Very High
Internal Only	<input type="checkbox"/>
eForms	Incident_Report_Details [edit]

Below the 'Case Details' table is the 'Case Form' section:

Case Form	
Allocate To User ID	toniba
Allocate To User Name	Toni Ball

At the bottom, there is a 'History' section with links for 'All eForms', 'Events', 'Interactions', and 'Notes'. A table header is visible with columns: 'Type', 'Description', 'Raised by', 'Created by', and 'Created'.